



Premier Consulting Partner

- SaaS Competency
- DevOps Competency
- IoT Competency
- MSP Partner
- Public Sector Partner

As one of the 1st 100 AWS-certified Managed Service Providers, Trek10 implements operations best practices with 24/7 incident response to ensure visibility, stability, and uptime. We efficiently operationalize our clients' environments with monitors and runbook actions to allow our agents to quickly remediate any issue. Our 100% focus on AWS allows us to invest in numerous software solutions for our customers that continue to deliver additional value.

## What is CloudOps?

- Certified, On-Call AWS Experts
- Proprietary, Cutting Edge Tools
- 24/7 Support
- Proactive Remediation
- Security Monitoring & Best Practices for AWS
- Increased Up-Time

### SECURITY, MONITORING, AUTOMATION, ACCELERATION



Trek10 has developed and integrated a specialized set of tools and services to deliver unlimited 24/7 incident response and packaged expert technical support in the rapidly evolving cloud space. Our clients report significant (80%) reductions in critical incident detection time, application downtime, and \*false alarm fatigue\* caused by noisy and poor alerting practices.



### 24/7 SUPPORT

Our certified, on-call AWS experts are committed to helping you sleep at night! Our team responds to critical, system generated alerts with custom, pre-defined runbook actions in less than 15 minutes. If escalation is required, we provide all of the data needed and work closely with your application team until the issue is resolved.



### EXPERT TOOLING

With our suite of proprietary tools, scripts, and integrations you can more confidently and securely leverage AWS to the fullest.

- Build on Datadog (Gold Partner status)
- Harbor - Client Portal
- Pinger - Endpoint Uptime Tracker
- S3 Object Auditor
- AWS Vulnerability Detection & Alerting
- Tag Mapper
- CloudFront/S3/ELB Log Parser
- AWS Cost Anomaly Detection
- Automated WAF IP blocking
- Trek10 Patch Manager
- Lambda Log Grabber
- More!



### THE TREK10 WAY

Trek10 is not your typical, legacy managed service provider. Since our founding, we have focused 100% on the AWS platform, and we only hire the top experts in the ecosystem. While we have established best practice monitors and runbook actions for all of your AWS services, our agents do much more... every Trek10 agent responding to your 24/7 support tickets has at least an Associate certification for advanced troubleshooting. We pride ourselves on being a "next-generation MSP" through our automation, tools, and processes. As the 1st ever Datadog Gold partner, we help you leverage the top cloud native operations platform to ensure availability, visibility, and uptime.